Section 8
PROGRAMMING AND ADMINISTRATION FROM A TELEPHONE

8. 1 GENERAL

This section describes IMAGEN system administration and programming, as performed from either a DIGITAL family of systems or a DTMF telephone.

8. 2 INTRODUCTION

As System Administrator, you carry out all system-level programming and administration for IMAGEN. Your responsibilities include:

- Setting the various system parameters;
- Allocating mailbox numbers and user passwords;
- Recording system opening messages;
- Recording directory assistance messages;
- Monitoring the available disk space.

This section describes the procedures required to fulfill these tasks which you can perform from either a DIGITAL family of systems or a DTMF telephone. Remember that some programming procedures can only be carried out via the IMAGEN-PC.

To determine the appropriate method for performing a specific task, refer to Table 2-1 , above.

8. 3 ACCESSING IMAGEN ADMINISTRATION MENU

Figure 8-1, below, shows an overview of IMAGEN system administration operations.

You access the ADMINISTRATION Menu as you do a regular mailbox:

1. Dial IMAGEN.
   When you hear the opening message:
2. Press **[#]**, followed by **[9]**, **[9]**, **[9]**.
   - IMAGEN asks you to enter the system password. The default password is 0000, but you can change this to a password of your own choice, once you have accessed the ADMINISTRATION Menu.
3. Enter the system password, X...XXX.
   - IMAGEN plays the MAIN ADMINISTRATION Menu, which offers the options as shown in Table 8-1.

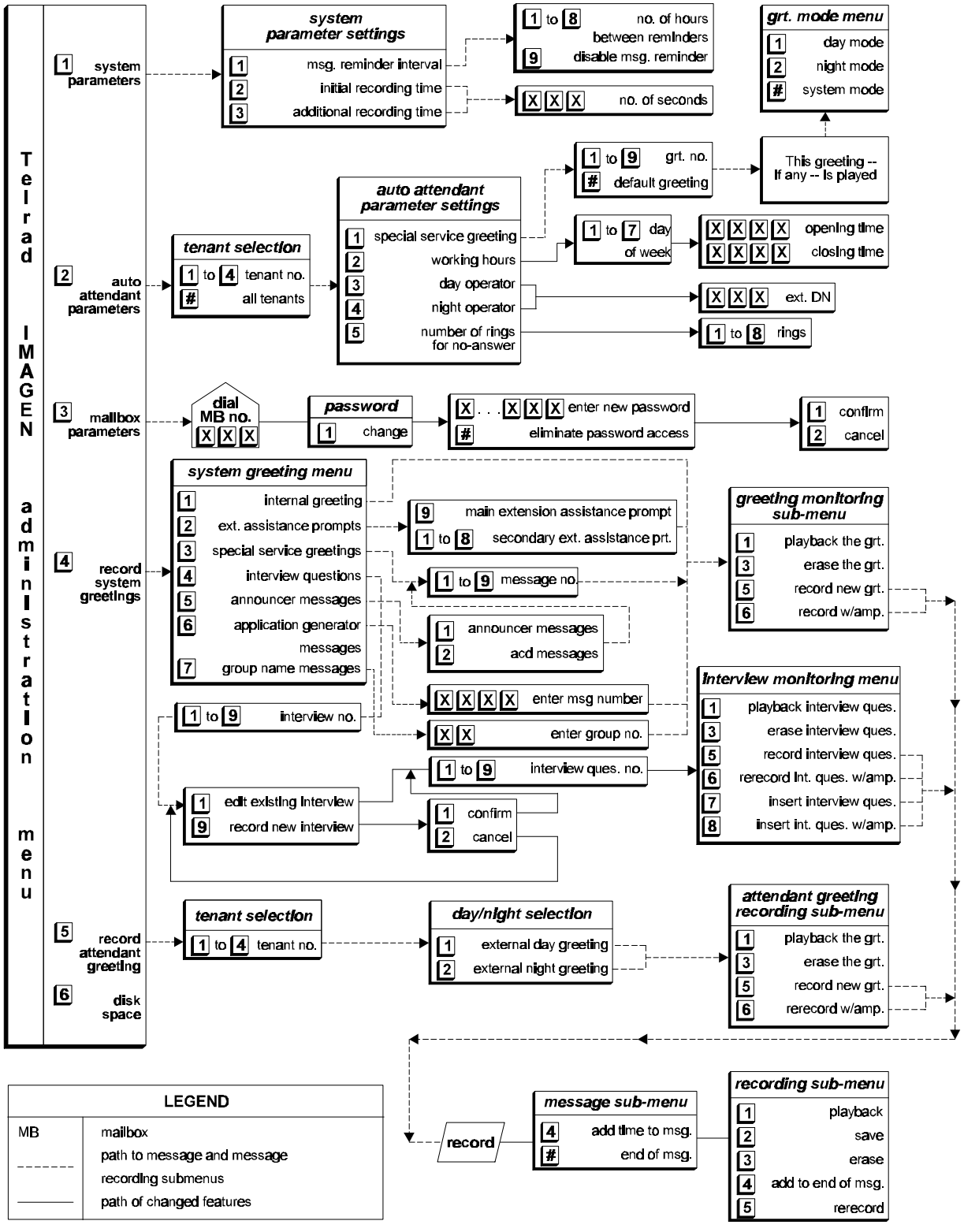
Telrad IMAGEN administration menu
1 system parameters
system parameter settings
1 msg. reminder interval
2 initial recording time
3 additional recording time
1 to 8 no. of hours between reminders
9 disable msg. reminder
X X X no. of seconds
grt. mode menu
1 day mode
2 night mode
system mode
2 auto attendant parameters
tenant selection
1 to 4 tenant no.
all tenants
auto attendant parameter settings
1 special service greeting
2 working hours
3 day operator
4 night operator
5 number of rings for no-answer
1 to 9 grt. no.
default greeting
This greeting -- If any -- Is played
1 to 7 day of week
X X X X opening time
X X X X closing time
X X X ext. DN
1 to 8 rings
3 mailbox parameters
dial MB no.
X X X
password
1 change
X . . . X X X enter new password
eliminate password access
1 confirm
2 cancel
4 record system greetings
system greeting menu
1 internal greeting
2 ext. assistance prompts
3 special service greetings
4 interview questions
5 announcer messages
6 application generator messages
7 group name messages
9 main extension assistance prompt
1 to 8 secondary ext. assistance prt.
1 to 9 message no.
1 announcer messages
2 acd messages
X X X X enter msg number
X X enter group no.
1 to 9 interview no.
1 to 9 interview ques. no.
1 edit existing interview
9 record new interview
1 confirm
2 cancel
greeting monitoring sub-menu
1 playback the grt.
3 erase the grt.
5 record new grt.
6 record w/amp.
interview monitoring menu
1 playback interview ques.
3 erase interview ques.
5 record interview ques.
6 rerecord int. ques. w/amp.
7 insert interview ques.
8 insert int. ques. w/amp.
5 record attendant greeting
tenant selection
1 to 4 tenant no.
day/night selection
1 external day greeting
2 external night greeting
attendant greeting recording sub-menu
1 playback the grt.
3 erase the grt.
5 record new grt.
6 rerecord w/amp.
6 disk space
record
message sub-menu
4 add time to msg.
end of msg.
recording sub-menu
1 playback
2 save
3 erase
4 add to end of msg.
5 rerecord
LEGEND
MB mailbox
path to message and message recording submenus
path of changed features
At any point:
* = Cancel current and return to previous menu or if current menu in the Main menu, disconnect from IMAGEN

Figure 8-1 Telrad IMAGEN - Administration Menu features overview

Table 8-1 MAIN ADMINISTRATION Menu options

Button	Operation
1	Set system parameters.
2	Set automated attendant parameters.
3	Set mailbox parameters.
4	Record system greetings.
5	Record attendant greetings.
6	Check disk space availability.
0	Repeat the menu.
*	Exit menu.

8. 3 .1 Universal functions

The buttons listed in Table 8-2 perform identical functions in all menus.

Table 8-2 Universal key functions

Button	Operation	Remarks
0	Operator (See Figure 2-2 above) Help	Press 0 to call the operator *on incoming external calls only, during the:* • MAIN Menu; • NO ANSWER AT EXTENSION Menu; • BUSY EXTENSION Menu. *on internal and external calls, during the:* • MESSAGE Submenu; • EXTENSION ASSISTANCE Menu. Press 0 to hear a list of available options on all internal and external calls from any other menu.
*	Cancel/backup	Press * during: • any menu to interrupt the current activity and return to the previous menu; • the MAIN ADMINISTRATION Menu to disconnect from IMAGEN.

8. 4 ADMINISTRATION MENU OPTIONS

8. 4 .1 System parameters

Programmable system parameters include the time interval between message reminders, message recording time, and extended recording times.

To define system parameters:

- Press **[1]** from the MAIN ADMINISTRATION Menu.
  - IMAGEN plays the SYSTEM PARAMETERS Menu, with the options as shown in Table 8-3.

Table 8-3 SYSTEM PARAMETER Menu options

Button	Operation	Description
1	Automatic message presence reminder interval	Enter a number 1 to 8 for the number of hours between message presence reminders. The system sends a reminder that a message or messages are waiting, to each DIGITAL station whose message reminder is enabled. The station message indicator informs you if there is a waiting message. You can disable the message reminder, if it is not required, by pressing 9. If disabled, IMAGEN sends only one message indicator for each incoming message.
2	Set initial recording time	Enter a four-digit number of minutes:seconds, from 10 seconds to 30 minutes, to set the initial maximum time available for a caller to record a message. A shorter message recording duration time could result in the recording process being halted before the caller has completed recording the desired message.
3	Set additional recording time	Enter a four-digit number of minutes:seconds, from 10 seconds to 30 minutes, to set the maximum additional recording time available for a caller to request if she has an exceptionally long message. Users wishing to leave an exceptionally long message can request an extension, or several extensions, of the normal recording time.

8. 4 .2 Automated Attendant parameters

Programmable automated attendant parameters include parameters for special service greetings, working hours, the number of rings before no-answer is assumed, and the extensions to serve as day and night attendants.

You can program the automated attendant parameters either separately for each of the tenants in a tenant system, or to be identical for all tenants.

- To define automated attendant parameters:
  - Press **[2]** from the MAIN ADMINISTRATION Menu.
  - If you have previously programmed tenant service via the IVM-PC as described in Sections 7. 7 to 7.9, above, IMAGEN plays the AUTOMATED ATTENDANT PARAMETER/ TENANT SELECTION Menu with the options as shown in Table 8-4.

Table 8-4 Automated Attendant parameters - Tenant service programming

Button	Operation	Remarks
1 to 4	Tenant number	Press the number of the tenant whose automated attendant parameter settings you want to program, 1 to 4. When you have completed the programming of these settings for the selected tenant, as described below, return to this menu to program the settings for the remaining tenants.
#	All tenants	Press #, if you want to program identical settings for all the tenants in the system.

If tenant service has not been programmed via the IMAGEN-PC, or you have made either selection above for defining the tenant number, IMAGEN plays the Automated Attendant Parameters menu with the options as shown in Table 8-5.

Table 8-5 Automated Attendant parameters

Button	Operation	Remarks
1	Special service greeting	Press either: • the number of each of the recorded special service greetings, 1 to 9, for the selected tenant, or • #, for the default greeting. For each greeting, press the number identifying the mode in which that greeting is to be played to incoming callers: 1 (day mode), or 2 (night mode), or # (system mode). Day/Night mode selections activate the special greeting and shift the system into the selected mode. System mode selection activates the special greeting, which then stays in effect, while the system mode changes from day to night, and vice versa, according to programmed system working hours. The special greeting, once selected, stays in effect, day and night, until another special greeting or the default greeting for the respective tenant is selected.
2	Working hours	Press 1 to 7 for the required day of the week, where 1 represents Sunday. Dial four-digit, 24-hour clock format times for both opening and closing hours. You can set the working hours individually for each day of the week. The working hours determine various factors in system operation, including when the system connects a caller to the day attendant as opposed to the night attendant. Entering the same hour for both opening and closing time will set IMAGEN to operate in a single mode, where: • 0000 indicates night operation; • any other hour indicates day operation.
3	Day operator	Enter a legal extension DN, up to four digits, to define it as the day attendant extension. The number must be a valid extension number in your DIGITAL system.
4	Night operator	Enter a legal extension DN, up to four digits, to define it as the night attendant extension. The number must be a valid extension number in your DIGITAL system.
5	Number of rings for no-answer	Press 1 to 8, to set the number of rings allowed before IMAGEN assumes no-answer.

8. 4 .3 Defining mailbox parameters

You define a mailbox password for each mailbox number. The default password is 0000 for all mailboxes. You can

also change or cancel the selected mailbox's password. If you cancel the password access requirement, the affected mailbox can be accessed without entering a password.

WARNING

- For security purposes, it is not recommended to cancel the password requirement.

- Remember that each subscriber can also change her personal mailbox password at any time.

To set, change or cancel the mailbox password:

- Dial **[3]** from the MAIN ADMINISTRATION Menu, followed by the desired mailbox number, usually the same as the extension number.
  - IMAGEN plays the MAILBOX PARAMETERS Menu with the options as shown in Table 8-6, below.

Table 8-6 Mailbox parameters

Button	Operation	Remarks
1	Set mailbox password	Enter the new password (4 to 12 digits). The system plays back the password number dialed, **or** Enter #, to eliminate password access requirement. The system will play back: `OLD PASSWORD CANCELED` Press either: 1, to confirm the selection, or 2, to cancel the selection.

8. 4 .4 Recording system greetings

System greetings intended for the outside caller include:

- Special service greetings;
- External day and night opening greetings;
- Extension assistance prompts.

A special service greeting, when activated, supersedes your regular system day and night opening greetings until it is erased. Nine special service greetings can be recorded, for use during special circumstances, such as changes in working hours, revised telephone numbers, office vacation, and others.

The day and night opening greetings inform the outside caller of the steps required to operate IMAGEN and to benefit fully from its

services. Opening greetings usually include: information such as the name of your organization, the working hours and instructions for continuing your call via the appropriate menu for day or night access.

The extension assistance prompts include:

- The main external assistance prompt, usually the names of the various departments in your organization;
- The secondary assistance prompts, usually the names of the personnel in each department, together with their respective extension numbers.

Internal system greetings are intended for other internal mailbox users.

Accessing system greeting recording options

- Press **[4]** from the MAIN ADMINISTRATION Menu.
  - IMAGEN plays the SYSTEM GREETING Menu with the options as shown in Table 8-7, below.

Table 8-7 System greeting options

Button	Operation	Remarks
1	Internal opening greeting	You enter the GREETING MONITORING Menu, see subparagraph ***Greeting recording options***, below.
2	Extension assistance prompts	Press 9, to record the main extension assistance prompt, or Press 1 to 8, to record the respective secondary assistance prompt. You enter the GREETING MONITORING Menu, see subparagraph ***Greeting recording options***, below.
3	Special service greetings	Press a number, 1 to 9, to record the respective service greeting. You enter the GREETING MONITORING Menu, see subparagraph ***Greeting recording options***, below.

Table 8-7 System greeting options (cont.)

Button	Operation	Remarks
4	Interview messages	Select the interview number [1-9] that you want to record (or edit). Press 1, to edit a specific interview question, or Press 9, to erase all interview questions and record new ones. In this case, you are asked to either confirm or cancel the Erase all instruction: Press 1, to confirm, or Press 2, to cancel. Press 1 to 9 to access the respective interview question you want to review or record anew. You enter the INTERVIEW MONITORING Menu, see subparagraph ***Interview monitoring options***, below. After completing each interview question, continue as follows with the remaining interview questions you want to review or record anew: Press * to return to the question selection submenu. Press 1 to 9, for each remaining interview question.
5	Announcer messages	Select "1" for an announcer message or "2" for an ACD message. Then, press a number, 1 to 9 (or 1 to 50 for ACD messages), to record each respective announcer message. You enter the GREETING MONITORING Menu, see subparagraph ***Greeting recording options***, below. **Note**: To record a new Caller-ID greeting, select ACD message no. 99, specifically dedicated as the Caller-ID greeting.
6	Application generator messages	Enter the four-digit number for the number you want associated with the operation programmed in the Application generator option, described in the IMAGEN Application Generator User manual (Cat. No. 76-110-0560/H) For changing the default Caller ID message (“THANK YOU FOR CALLING. PLEASE WAIT...“), enter 9999.
7	Mailbox group name messages	Enter the group number for which you intend to record a group name. Then dial 5 and record the group name and message.

IMPORTANT

All system messages must be saved by pressing "2" at the end of the recording procedure. Otherwise, the newly recorded message is not saved.

Greeting recording options

After selecting internal greetings, extension assistance prompts, announcer messages, special service greeting options, or

Application generator messages, above, IMAGEN plays the Greeting Monitoring sub-menu options as shown in Table 8-8.

Table 8-8 Greeting recording options

Button	Operation	Remarks
1	Playback the greeting	Listen to existing greeting.
3	Erase the greeting	Erase the existing greeting.
5	Record new greeting	You enter the GREETING Submenu and then the RECORDING Submenu, see paragraph ***Greeting handling***, below.
6	Rerecord with amplification	Record the greeting again, at a volume amplified by 10 dB. You enter the GREETING Submenu and then the RECORDING Submenu, see paragraph ***Greeting handling***, below.

Interview monitoring options

After selecting the interview question to be reviewed and/or recorded anew, as above, IMAGEN plays the INTERVIEW MONITORING Menu options as shown in Table 8-9, below.

Table 8-9 Interview monitoring options

Button	Operation	Remarks
1	Playback interview question	Listen to the existing interview question.
3	Erase interview question	Erase the existing interview question.
5	Record new question	Record a new interview question. You enter the GREETING Submenu and then the RECORDING Submenu, as described in paragraph ***Greeting handling***, below.
6	Rerecord with amplification	Record the interview greeting again, at an amplified volume. You enter the GREETING Submenu and then the RECORDING Submenu, as described in paragraph ***Greeting handling***, below.

Table 8-9 Interview monitoring options (cont.)

Button	Operation	Remarks
7	Insert a new interview question	Record a new interview question, insert it in the position of the selected number and change the numbers of the following interview questions accordingly. You enter the GREETING Submenu and then the RECORDING Submenu, as described in paragraph ***Greeting handling***, below.
8	Insert a new question with amplification	Record a new interview question, insert it in the position of the selected number and change the numbers of the following interview greetings accordingly, but at a volume amplified by 10 dB. You enter the GREETING Submenu and then the RECORDING Submenu, see paragraph ***Greeting handling***, below.

Greeting handling options

After pressing 5 or 6 in the GREETING MONITORING Menu or 5, 6, 7 or 8 in the INTERVIEW MONITORING Menu, IMAGEN plays a 'beep'. The beep indicates that you are now in record mode. The record mode allows you to record your greeting or prompt. While recording it offers you the GREETING submenu options as shown in Table 8-10, below.

Table 8-10 GREETING Submenu options parameters

Button	Operation	Remarks
4	Add to greeting recording time	Each press of 4 adds a predetermined amount of time to the recording period.
#	End the greeting	Either: • end the existing greeting, or the greeting terminates automatically, after a timeout.

Following recording the message, you automatically access the RECORDING Submenu, for all the above message types, with the options as shown in Table 8-11.

Table 8-11 RECORDING Submenu options

Button	Operation	Remarks
1	Play back greeting	Review your greeting.
2	Save greeting	Your greeting is saved by the system.
3	Erase greeting	Your greeting is erased.
4	Add to greeting	You can add to the current greeting.
5	Rerecord	The greeting is erased and a new one can be recorded.

8. 4 .5 Recording attendant greetings

- Press **[5]** from the MAIN ADMINISTRATION Menu.
  - IMAGEN plays the Automated Attendant parameter/Tenant selection announcement, with the options as shown in Table 8-12.

Table 8-12 Auto attendant parameters/ Tenant selection options

Button	Operation	Remarks
1	Select tenant number	Press the number of tenant whose attendant greetings you want to record, 1 to 4. When you have completed recording attendant greetings for the selected tenant, as described below, return to this menu to record the attendant greetings for the remaining tenants (2 to 4).

Once you have selected a tenant number, IMAGEN plays the DAY/NIGHT GREETINGS SELECTION Menu, with the options as shown in Table 8-13.

Table 8-13 Day/Night greetings selection options

Button	Operation	Remarks
1	External day greeting	You enter the GREETING MONITORING Menu, see Section 8. 4 .4, paragraph ***Greeting recording options***, above.
2	External night greeting	You enter the GREETING MONITORING Menu, see Section 8. 4 .4, paragraph ***Greeting recording options***, above.

After choosing to record an attendant greeting, as per options 5 or 6 in the GREETING MONITORING Menu, you then enter the GREETING Submenu and then the RECORDING Submenu and follow the recording procedures described in Section 8. 4 .4, paragraph ***Greeting handling options***, above.

8. 4 .6 Checking available disk space

You can check the amount of disk space available on the IVM-PC for IMAGEN mailbox greetings at any particular time.

To check the amount of free disk space:

- Press **[6]** from the MAIN ADMINISTRATION Menu.
  - IMAGEN reports the approximate recording time available (hours, minutes) on the system's hard disk.

If the disk is nearly full, you should ask users to clear their mailboxes, or you can clear the mailboxes yourself, using the IMAGEN-PC keyboard, as described in Section 7. 11, above.